Belgacom Forum™ 500 and Forum™ 5000

Forum IPhone 545

User Guide

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Welcome to Belgacom

Thank you for choosing a Belgacom product that stands for the best in quality matched with high design standards.

Forum IPhone 545

The following operating instructions will assist you in using your Forum IPhone 545 and answer most of the questions that may arise. If you need any extra information or support, the first people to ask are your system administrator or retailer.

Internet:
www.belgacom.be/pabx

You can contact our Support on the following telephone numbers:

in Dutch: 0800 22 400

in French: 0800 33 400

in German: 0800 44 400

in English: 0800 55 400

Forum™ 5000 and Forum™ 500

This user guide applies to the Forum™ 5000 and Forum™ 500 product families. The Forum™ 500 product family comprises the Forum™ 523/524, Forum™ 525/526 and Forum™ 550/560 communications systems. The Forum™ 5050 communications system belongs to the Forum™ 5000 product family.

If individual features differ on the systems, a reference is made in this user guide.

We hope you enjoy using your Forum IPhone 545.

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Forum IPhone 545 SIP Telephone

The Forum IPhone 545 SIP telephone is a Voice over IP (VoIP) telephone in accordance with the internationally standardised SIP standard (Session Initiation Protocol). Connected to the communications system Forum 500 / Forum 5000 you have additional comfort functions available.

Forum IPhone 545

A special feature of the Forum IPhone 545 SIP telephone is its high resolution backlit touchscreen display and full VGA resolution (640 x 480 pixels). Using the latest in technology, navigation menus are shown on this display for accessing the complete range of functions available on this SIP telephone.

The Forum IPhone 545 SIP telephone has three dedicated trunk keys $\boxed{L1}$ / $\boxed{L2}$ / $\boxed{L3}$ with LED. Along with the 14 dedicated keys – e.g. for the "Forward", "Conference", "Hold"features – the device offers 55 user-specific softkeys on the display which can have functions of the Forum 500 / Forum 5000 communication system assigned to them.

The key extensions Forum 500 Keypad Paper or
Forum 500 Keypad Display offer additional function keys for the
Forum IPhone 545 SIP telephone:

- Forum 500 Keypad Paper: offers 36 function keys

- Forum 500 Keypad Display: offers 20 softkeys respectively
  programmable on three levels (total of 60 storage locations)

Up to three key extensions can be connected: three key exten-
sions of either the Forum 500 Keypad Paper type or three of the
Forum 500 Keypad Display type. Key extensions cannot be com-
bined on the Forum 500 / Forum 5000 communications system.

Forum 500 Keypad Paper   *Forum 500 Keypad Display*

About this Manual

This manual describes how to use a Forum IPhone 545 SIP tele-
phone which is connected to a Forum 500 / Forum 5000 commu-
nications system.

Additional Documentation

Please also make use of the other documentation which was pro-
vided with the parts of your communications system. This docu-
mentation is located on the Forum 500 / Forum 5000 product CD.

Using Your Telephone

Safety Precautions

WARNING! Do not open the device nor any connected accessories. You could come into contact with live parts.

Note: *Repairs should only be carried out by certified expert personnel (from Belgacom Service).*

- Do not allow the telephone or accessories to come into contact with water or chemicals.

- Use (if necessary) the optionally supplied AC adapter (no. D0023-1051-00-75) only.

- Do not use any AC adapters that show visible damage (e.g. cracks in the housing).

- Connected headsets must comply with the standard DIN EN 60 950-1, Point 6.2 ("Safety of information technology equipment including electrical business equipment").

  Please contact the appropriate customer representative if you need further information on the headsets, adapters and adapter cables.

- To connect the Forum IPhone 545 to a local network (LAN, Local Area Network), use a shielded CAT-5 Ethernet line (STP line, shielded twisted pair line).

- Please ensure that no one can trip over the telephone cables.

Installation Site

Do not place devices or accessories

- near water, moisture or damp places,

- near heat sources or direct sunlight,

- in unventilated rooms,

- near devices that produce strong magnetic fields, near electronic devices, fluorescent lamps, computers, radio devices, television sets,

- in dusty places or in places subject to vibrations, shocks or extreme temperature fluctuations.

Place your telephone on a non-slip surface. Surface elements of your furniture can affect the feet of your telephone. Feet softened by foreign substances can leave undesirable impressions on your furniture.

Cleaning

Wipe your telephone with a slightly damp or an anti-static cloth. Never use a dry cloth. Never use cleaning fluids.

Operating Forum IPhone 545 SIP Telephone

Basic Operating Functions

Authorisations

Most of the features mentioned in this manual can only be used when you have the corresponding authorisation. Your system administrator configures authorisations when configuring the communications system.

Contact the system administrator when you have questions on specific features or are not able to use a feature satisfactorily.

Dedicated Keys

The following table explains the 14 dedicated keys of the Forum IPhone 545 SIP telephone.

Forum IPhone 545

Keys	Key Description and Function
	Options key: accesses the `Options List` menu card (please refer to *The Options Menu* starting on page 45).
	Caller key: opens the list of missed calls (please refer to *Call Lists* starting on page 19).
	Phone book key: opens the phone book of the Forum 500 / Forum 5000 communications system (please refer to *Phone Book* starting on page 28).
	Options key: this key is not used on the Forum 500 / Forum 5000 communications system.

Forum IPhone 545

Keys	Key Description and Function
	Conference key: is for initiating a conference.
	Transfer key: transfers the current call to another subscriber.
	Hold key: Puts the current call on hold. Press this key once again to retrieve the call on hold.
	Redial key: redials previously dialled numbers.
	Goodbye key: Ends an active call or exits an open menu page without saving any changes made.
	Mute key: turns the microphone on or off.
	Volume control keys: adjust the volume for the handset, ringer and speaker.
	Voice mail key: opens the list of voicebox messages (see *Querying Voicebox Messages* starting on page 29).
L1 L2 L3	**Trunk keys**: connect you to a specific line or accept a call which is signalled on the line.
	Handsfree key: Activates the handsfree function for making and receiving calls without picking up the handset. When a headset is connected, a call can be accepted and ended using this key.

Function Keys

Function keys are softkeys on the touchscreen display. The functions of these keys are configured and labelled with the Forum 500 / Forum 5000 communications system. These keys offer access to individually configurable system functions such as e.g. configuring call forwarding, executing speed dialling, displaying a busy lamp field or accessing the phone book of the communications system.

Depending on the function programmed the respective state is signalled via the softkey lighting up red or blinking red (please refer to the chapter *Programming Function Keys* starting on page 49).

Softkeys on touchscreen display

1 Softkeys with programmed functions (function keys)
2 Level key for switching levels: This softkey enables programming up to 55 softkeys (11 softkeys on 5 levels). Press this softkey multiple times to reach the desired key level.
3 state-dependent softkeys: These softkeys offer state-dependent functions which you can activate, e.g. holding a call while making a call.

Communications System Main Menu

Most features which the system administrator can program to a separate function key of the Forum IPhone 545 SIP telephone can be set and used via the main menu of the Forum 500 / Forum 5000 communications system. To do so, the administrator has to configure a **Main menu** function key on the Forum IPhone 545 SIP telephone (see *Programming Function Keys* starting on page 49).

Please read the chapter *Main menu* starting on page 37 on the menu functions and features.

Options Menu of the Forum IPhone 545 SIP Telephone

The Forum IPhone 545 SIP telephone also has a local options menu. This menu is primarily for configuring the telephone (display settings, ring tone settings, etc.).

Please read the chapter *The Options Menu* starting on page 45 on the menu functions.

Using Menus

Opening main menu

You open the main menu by pressing the **Main menu** function key.

Closing main menu

Press the `Done` softkey or – alternatively – the Goodbye key 🕾 . Unsaved changes are then lost!

Opening options menu

Press the 🖃 options key to open the options menu.

Closing options menu

Press the 🕾 Goodbye key.

Menu navigation

- Use the [↑] [↓] navigation keys to browse through a displayed menu.

- Use the [←] softkey to go back a menu level.

Hiding menus automatically

When you have opened a menu and make no entries for a longer period of time, the menu will automatically fade and the idle display of the telephone appears.

Touchscreen Display and Softkey Keyboard

Forum IPhone 545 SIP telephone entries (e.g. message texts, call numbers) are via the touchscreen display.

Input fields on the display

There are various usage situations where the display shows an entry field, e.g. for entering a name for searching the phone book. Activate this field by pressing on it. A softkey keyboard then appears on the display.

Using the softkey keyboard

You can enter letters, special characters and numerals via the softkey keyboard:

- Use the `CAP`, `Abc`, `Abc2`, `123`, `&%*` softkeys to make the desired character appear on the keyboard.

- To correct a mistaken entry use the `Bksp` (backspace) softkey.

- Press the `Hide` softkey to hide the keyboard.

- Confirm your entries using the `Enter` softkey.

Note: *Instead of the softkey keyboard, you can also use the SIP telephone number keys to enter numerals.*

Telephoning

Calling

1. In order to establish a connection,

   – pick up the handset or

   – press the handsfree key ⬳ , to make the following call in the handsfree mode (see *Handsfree / Open-Listening Mode* starting on page 24).

2. Dial a call number:

   – Enter the call number. Press the 📞 Dial softkey.

   – Or: Press the ⬳ redial key to call back a previously dialled call number (see page 15).

   – Or: Press the function key with the phone book function (see *Phone Book* starting on page 28). This function is for selecting a call number from the phone book of the Forum 500 / Forum 5000 communications system.

The display shows a picture (photo) of the user called if an image has been saved on the Forum 500 / Forum 5000 communications system (please refer to page 54).

Calling with Selective Line Seizure

If multiple trunk keys are configured for your telephone, you can seize a line selectively.

1. Press a trunk key ⬳ / ⬳ / ⬳ to seize a specific line.

2. Dial a call number (see page 14).

Note: *If the administrator has linked a trunk key* ⬳ / ⬳ / ⬳ *with a SIP user account, you will be calling under the call number of the SIP user account. If the trunk key is not linked, the call number of trunk key 1* ⬳ *is used.*

Redial List

The redial list shows the call numbers last called. You can use this list to redial.

1. Press the ⌨ redial key.

    The **Redial list** menu card appears.

2. Use the navigation keys ⬆ ⬇ to go to the desired entry.

    – To show detailed information on the entry selected, press the ➡ softkey.

    – To call the selected call number, pick up the handset or press the 🏃 softkey.

    alternatively: Press the ⊲/⊳ handsfree key, to make the following call in the handsfree mode (see *Handsfree / Open-Listening Mode* starting on page 24).

    The call number is dialled. The display shows a picture (photo) of the user called if an image has been saved on the Forum 500 / Forum 5000 communications system (please refer to page 54).

The following editing options (softkeys) are available in the redial list:

*   **Dial**: The call number displayed is dialled.

*   **Delete**: You delete the entry selected.

*   **Delete all**: You delete all messages stored in your redial list (after a confirmation prompt). Confirm the confirmation prompt using the **Yes** softkey.

Speed Dialling

The administrator of the Forum 500 / Forum 5000 communications system can configure function keys for you with speed dialling destinations (**Destination** function key, see *Programming Function Keys* starting on page 49).

- Pick up the handset and press the function key where the speed dialling destination is programmed.

  alternatively – when you wish to call in the handsfree mode:

- Press the function key – with the handset down – where the speed dialling destination is programmed.

Answering a Call

An incoming call is signalled via ringer, a blinking trunk key and the blinking red LED indicator to the upper right. The display shows a picture (photo) of the person you are speaking with if an image has been saved on the Forum 500 / Forum 5000 communications system (please refer to page 54).

To accept the call, you:

- pick up the handset or
- press the 📞 `Answer` softkey or
- press the blinking trunk key ⌐L1⌐ / ⌐L2⌐ / ⌐L3⌐ or
- press the handsfree key ⌐◁/◦⌐ to accept the following call in the handsfree mode (see page 24).

During call signalling you can:

- press the 🔔 `Silence` softkey to mute the ringer. The person calling continues to hear the ringing tone.
- press the 📋 `Reject` softkey to reject the call. The person calling now hears the busy tone.

Accepting a Call While Telephoning

You are telephoning, e.g. on trunk key 1 ⬚L1⬚, hear the call-waiting tone and see the call on the display. The LED next to your available trunk key, e.g. ⬚L2⬚, is blinking.

1. Press the trunk key where the caller is waiting. Your first call is placed on hold. You talk with the caller.

2. You can also toggle back and forth between callers or initiate a conference with both callers (please refer to page 23 also).

3. Press the goodbye key ⬚☎⬚ to terminate the current call. Then press the trunk key where the other caller is waiting. You are now connected with the caller on hold once again.

Note: *If you have switched on call waiting protection (please refer to page 31 also) no other calls will be signalled (no call-waiting tone, no LED of an available trunk key blinking). Callers now receive the busy signal.*

Holding a Call

You can briefly interrupt an ongoing call:

1. Press the hold key ⬚📞⬚ or the 🎵 **Hold** softkey. The person calling now hears music on hold.

2. Press the Hold key ⬚📞⬚ again or press the 🎵 **Hold** softkey to continue the call.

Taking a Call from Another Terminal (Take)

You can take an ongoing call from another terminal on your Forum IPhone 545SIP telephone and continue it there. To be able to do so, your telephone and the other terminal have to have the same internal call number. To do so, the administrator of the Forum 500 / Forum 5000 communications system has to configure a **Take** function key (please refer to *Programming Function Keys* starting on page 49).

To take on a call on your telephone you:

● pick up the handset and press the **Take** function key or

- – when the handset is not picked up – press the **Take** function key to accept the call in the handsfree mode (please refer to page 24).

Tip: The **Take** function can also be carried out via the main menu: `6 Connections > 1 Call pick-up > 3 Take` (see page 42).

Accepting a Call for Another Terminal (Pickup from Group)

You can accept a call for another telephone in your Pickup group. To do so, the administrator of the Forum 500 / Forum 5000 communications system has to configure a **Pickup from group** function key (see *Programming Function Keys* starting on page 49).

Another telephone in your Pickup group is ringing. To accept the call, you:

- pick up the handset and press the **Pickup from group** function key or

- – when the handset is not picked up – press the **Pickup from group** function key to accept the call in the handsfree mode (see page 24).

If you are telephoning and would like to accept a call using Pickup …

1. Press an unassigned trunk key, e.g. trunk key 2 ⬡L2 .

   The person calling is put on hold and now hears music on hold.

2. Press the **Pickup from group** function key.

3. You can also toggle back and forth between callers or initiate a conference with both callers (please refer to page 22 also).

Tip: The **Pickup from group** function can also be carried out via the main menu: `6 Connections > 1 Call pick-up > 1 Pick-up` (see page 41).

Note: *"Pickup" is not possible if the person called belongs to a user group which has pickup protection activated.*

Ending a Call

To end a call you do as follows:

- Put down the handset.

  or:

- press the goodbye key 🕾 .

Call Lists

The administrator of the Forum 500 / Forum 5000 communications system can configure **Missed calls** and **Accepted calls** function keys (please refer to *Programming Function Keys* starting on page 49). Use these function keys to access the caller lists managed on the Forum 500 / Forum 5000 communications system. The **Missed calls** softkey blinks red when the list contains new entries.

1. Press the **Missed calls** or **Answered calls** function key to show the respective call list. Press the 🕾 caller key to display the list of missed calls.

   The caller list appears.

2. Use the navigation keys ⬆ ⬇ to go to the desired entry.

   – To show detailed information on the entry selected, press the ➡ softkey.

   – To call the selected caller entry, pick up the handset or press the 📞 softkey.

   alternatively: Press the ◁/◇ handsfree key, to make the following call in the handsfree mode (see *Handsfree / Open-Listening Mode* starting on page 24).

   The call number is dialled. The display shows a picture (photo) of the user called if an image has been saved on the Forum 500 / Forum 5000 communications system (please refer to page 54).

The following editing options (softkeys) are available in the call lists:

- **`Dial`**: You call the caller back.

- **`Delete`**: You delete the entry selected.

- **`Delete all`**: You delete all messages stored in your call list (after a confirmation prompt). Confirm the confirmation prompt using the **`Yes`** softkey.

Tip: You can also query and edit the call list via the main menu:
`1 Calls > 1 Call lists > 1 Missed calls` and **`1 Calls > 1 Call lists > 2 Accepted calls`** (see page 38).

Notes

- The authorisations of your user group determine which calls are recorded on your call lists. Your system administrator can specify that internal calls, external calls, calls when busy, and calls from the door be included on your call lists.

- If your internal call number (e.g. "30") is configured on multiple terminals, you can view and edit the redial lists for the call number 30 on each of these terminals. An edited call list is updated on all these terminals.

- The name is displayed instead of the call number in the call lists if the caller is in the system phone book.

- The call lists also contains calls transferred or forwarded to you from other internal subscribers.

- When you receive an external call where the caller is displaying a different call number than the one actually technically being transmitted, a "?" appears next to the call number on the display. If the call number indicated on the display is saved to a phone book entry, the name is displayed as usual along with a question mark.

- Door calls are shown either with the call number, or with the name of the doorbell – depending on the type of door intercom in use.

- If a caller suppresses display of his/her call number, the call is also saved on the caller list. Multiple calls from an unknown call number are listed as one entry. The system administrator can, however, during system configuration, determine that any calls with unknown call numbers will not be included on your call lists.

Three-Party Calls

You are making a call, e.g. on the trunk key 1 ⬚L1 , its corresponding LED indicator is lit. You can now forward the call, execute an enquiry, switch back and forth between two callers ("toggle") or set up a conference. You can use any available trunk key ⬚L1 / ⬚L2 / ⬚L3 for three-party conference calls.

Enquiry

While telephoning, you can make an enquiry to another caller.

Note: *The enquiry function cannot be used to transfer calls on SIP telephones. Alternatively, use the 🔔 Transfer softkey or the transfer key ⬚ .*

1. Press an unassigned trunk key, e.g. trunk key 2 ⬚L2 . Alternatively press the 📞 Hold softkey and then press an available trunk key.

   You hear the internal dialling tone. The person calling is put on hold and now hears music on hold.

2. Now dial the call number of the caller desired and make the enquiry call.

3. Press the goodbye key ⬚ to terminate the enquiry call.

4. Press the trunk key where the first caller is waiting or press the 📞 Hold softkey. You are now connected with the caller on hold once again.

Note: *If after ending the enquiry call you put down the handset, after a few seconds you will automatically be called back with the connection on hold.*

Toggle

While you are conducting an enquiry call, the first caller is put on hold (see page 21). Now you can toggle between callers (switch back and forth).

1. Press the trunk key (e.g. ⬛ L1) of the caller waiting currently. The other caller is put on hold. The LED indicator of the trunk key of the respectively held caller blinks during this process. The held caller hears music on hold.

2. Press the trunk key of the caller waiting to switch to that caller. The other caller is now put on hold.

Tip: While you are talking with the first caller (the second caller is on hold), you can initiate a conference with both callers. Press the 📞 **Conf** (Conference) softkey or the ⬛ conference key. To end the conference specifically, please read the description on page 23.

3. Ending toggling: Press the goodbye key ⬛ to terminate the current call.

4. Then press the trunk key where the other caller is waiting or press the 📞 **Hold** softkey. You are now connected with the caller on hold once again.

Transferring Call to Another Caller

1. Press the 🔔 **Transfer** softkey or the transfer key ⬛.

   The person calling is put on hold and now hears music on hold.

2. Dial the call number of the internal caller desired.

   – **Transferring a call with notification:** When the caller answers, announce the call transfer. Press the 🔔 **Transfer** softkey or the transfer key ⬛.

   – **Transferring a call without notification:** When you wish to wish to transfer the call without notification, wait for the ringing tone. Press the 🔔 **Transfer** softkey or the transfer key ⬛. The caller on hold now hears the ringing tone of the transfer destination and waits for the call to be accepted.

Conference

You can speak with two callers simultaneously in a so-called "three-party conference".

1. You are making a call.

2. Press the Conf (Conference) softkey or the conference key. Your caller is put on hold.

3. Dial the call number of the conference caller desired.

4. When the second caller answers, announce the conference. Press the Conf (Conference) softkey or the conference key.

   You are now connected with both callers in a three-party conference. The display shows the list of conference partners.

5. Do the following to end the conference:

   – **Disconnecting individual conference participants:**Press the softkey of the person you are speaking with. This ends the connection to the caller selected.

   – **Ending conference:**Put down the handset or press the Goodbye key to end the conference (connection to both callers).

Other Device Functions

Handsfree / Open-Listening Mode

You can make a call in the handsfree mode, e.g. to let anyone present in the room listen in. To do so, press the Loudspeaker key ⬜ before or during a call. The speaker is switched on. The red LED indicator next to the handsfree key lights up. Press the key once again to switch the speaker off.

During a conversation in handsfree mode, you can also pick up the handset and continue the call without handsfree / speaker.

Mute Function

If you do not want the caller to listen in to what, e.g. you are discussing with someone in the room, you can temporarily mute the telephone. During a call press the mute key ⬜ or the 🎙 **Mute** softkey. The microphone is switched off. The red LED indicator next to the key blinks and your caller can no longer hear you. Press the mute key ⬜ once again or the 🎙 **Mute** softkey to switch the microphone back on.

Adjusting Volume Level

You can adjust the volume of the ringer, of the handset or of the speaker with the volume keys ⬜⬜.

- During call signalling you can adjust the volume of the ringer.

- While making a call, you adjust the volume of the handset or – in the handsfree mode – the volume of the speaker.

Selecting Code Procedures

Some Forum 500 / Forum 5000 communications system features can also be used via code procedures. These procedures can be programmed to a **Destination** function key by the administrator for you (see *Programming Function Keys* starting on page 49).

You execute programmed code procedures by pressing the pro-grammed function key.

Note for the administrator

The code procedures available on the Forum IPhone 545 SIP tele-phone are in the "Forum 500 / Forum 5000 short user guide: Code-number procedures" (available on the Forum 500 / Forum 5000 product CD as a PDF file).

A current online overview is also available on the web console of the Forum 500 / Forum 5000 communications system in the menu **System Info**: **Codes**.

Using a Headset

Instead of using a handset, a headset can be connected to the Forum IPhone 545 SIP telephone. You can press the ⌨/⌨ handsfree key in this case in order to accept and end calls.

You can configure whether to use the headset or the speaker for handsfree operation via the menu `Options List` > `Audio` (see *The Options Menu* starting on page 45).

Note: *Establishing a call can be delayed with SIP telephony. When using a headset, e.g. you should wait a second before you begin to speak.*

Please note: *Use only headsets authorised for use by Bel-gacom on the Forum IPhone 545 SIP telephone!*
Belgacom assumes no responsibility for damage resulting from headset usage not authorised by Belgacom. Contact your Belga-com dealer if you require information in this regard.

Bluetooth Headset Operational

The Forum IPhone 545 SIP telephone supports operation of a Bluetooth headset.

Press the ⌨ options key and then the `Bluetooth` softkey. The `Bluetooth` menu card appears.

Switch Bluetooth function on/off

- Switch the Bluetooth function on by pressing the 🔴 softkey.

- To switch off the Bluetooth function press the 🟢 softkey.

Add Bluetooth device

1. (Optional) Activate the `Device Name` field by pressing on it. Then enter the device name via the softkey keyboard.

2. Press the `Add new device` 🔲 softkey. Press the `Search` softkey to search for a Bluetooth headset.

   Once the search is completed the Bluetooth devices located appear on the display.

Pairing (mutual logging on)

1. Press the desired Bluetooth headset on the display.

2. You will be requested to enter the PIN which is "0000" in the default setting. If this PIN is not accepted, look up the correct PIN in the Bluetooth headset documentation.

   Once pairing has been successfully completed, the display shows a softkey with a green outline which has the device name of the Bluetooth headset on it. If the softkey has a red outline, this means that pairing was unsuccessful.

3. Press the goodbye key 🔲 to exit the menu card.

Logging out Bluetooth Headset

1. Press on the 🔲 softkey next to the softkey of the Bluetooth headset.

   The Bluetooth headset is logged out from the Forum IPhone 545 SIP telephone.

2. Press the goodbye key 🔲 to exit the menu card.

Call Forwarding

The administrator of the Forum 500 / Forum 5000 communications system can configure a **Call forward** function key (please refer to *Programming Function Keys* starting on page 49).

1. Press the **Call forward** function key.

   The display shows a separate line with `Immediately`, `After delay` or `Busy` for each type of call forwarding along with the

current status ("+" = on, "-" = off). A separate call forwarding can be configured for each type of call forwarding.

2. Press the ➡ softkey on the display line showing the desired call forwarding type .

3. Program the following call forwarding parameters by pressing the respective ➡ softkey next to it.

   – **Dest.**: Enter the call number to be forwarded to.

   – **Duration**: When programming call forwarding after time, enter the time in seconds after which a call is to be forwarded (10 sec … 120 sec). If you do not enter a value, the default time interval provided by the system administrator at system configuration is used (default: 20 seconds).

   – **Internal calls** / **External calls** / **int./ext. calls**: Select which calls are to be forwarded.

   – **On/Off**: Switching call forwarding on or off. Active call forwarding is indicated by a "+" sign. This is followed by the call forwarding destination.

4. Press the goodbye key 📞 to exit the menu card.

Tip: Call forwarding can also be set using the main menu: **2 Call forwarding** > **1 Call diversion** (see page 39). The **Follow Me** type call forwarding can also be set there.

Notes

● All calls for the call numbers of your device are forwarded. If a number is in use on more than one telephone, then calls made to any of the other telephones will be forwarded as well.

● You can activate all types of call forwarding simultaneously. In this case, the **Immediately** type call forwarding is always executed.

Phone Book

The administrator of the Forum 500 / Forum 5000 communications system can configure a **Phone book** function key (please refer to *Programming Function Keys* starting on page 49). Use this function key to access the phone books managed on the Forum 500 / Forum 5000 communications system.

1. Press the **Phone Book** function key or also the ⬚ phone book key.

   The `Phone book` menu card appears.

2. If you wish to open the entire phone book press the 🔵 `Submit` softkey.

   Alternatively you can search the phone book for the desired entry. Activate the `Name:` input field. Enter the initial letters of the name you are searching for and press the `Enter` softkey.

   A list of the corresponding phone book entries of the Forum 500 / Forum 5000 communications system will appear.

3. Use the navigation keys ⬆ ⬇ to go to the desired entry.

   If there are multiple call numbers saved in the phone book (**Office**, **Mobile** or **Home**) these are shown on the display. Press on the display line showing the desired call number.

4. To call the selected call number, pick up the handset or press the 🏃 softkey.

   If you would like to conduct the following call in the handsfree mode, press the handsfree key ◁/◦ .

   The call number is dialled. The display shows a picture (photo) of the user called if an image has been saved on the Forum 500 / Forum 5000 communications system (please refer to page 54).

Tip: The phone book can also be opened using the main menu: `6 Connections` > `2 Dial` > `4 Pick-up` (see page 43).

Voicebox

Querying Voicebox Messages

The administrator of the Forum 500 / Forum 5000 communications system can configure a voicebox for you as an answering machine. Querying voicebox messages is possible via a **Speech** function key (see *Programming Function Keys* starting on page 49). Activating or deactivating the voicebox is done via call forwarding to the voicebox call number (see *Call Forwarding* starting on page 26).

Any time there are new messages on your voicebox, the ✉ symbol appears on the display with the number of voicebox messages received below it. The **Speech** softkey as well as the LED of the ✉ voice mail key are blinking red.

1. Press the **Speech** function key or also the ✉ voice mail key.

   The display shows the list of received messages.

2. Use the navigation keys ⬆ ⬇ to go to the desired entry.

   To listen to the message, pick up the handset or press the Loudspeaker key 📞 . Your voicebox is called and the message is played.

   If you would like to call the voicebox in the handsfree mode, press the handsfree key ◁/◇ .

3. To show detailed information on the entry selected, press the ➡ softkey. Date and time of receipt of the message as well as duration of the message are shown.

4. The following editing options (softkeys) are available when querying voicebox messages:

   – `Dial`: You call the caller back.

   – `Play`: Listen to the message. You can also use the number keys to control message playback: **4** (rewind), **5** (pause) and **6** (fast forward).

   – `Forward`: You can forward the message to another voicebox with or without comment. Activate the `Dest.:` input field.

Enter the call number of the other voicebox and press the `Enter` softkey. To end a spoken comment, press the star key.

– `Delete`: You delete the message from your voicebox.

– `Delete all`: You delete all messages stored in your voicebox (after a confirmation prompt). Confirm the confirmation prompt using the `Yes` softkey.

5. Press the goodbye key 📞 to exit the menu card.

Tip: The voicebox messages query is also available via the following main menu entries: `9 Applications` > `1 Voicebox` > `1 Voicebox mess.` (see page 43) and `1 Calls` > `1 Call lists` > `3 Voicebox mess.` (see page 38).

Calling Voicebox

It is possible to configure a **Voicebox** function key. Use this function key to call your voicebox.

1. Press the **Voicebox** function key.

   The voicebox is called.

2. The next steps are voice-controlled. Follow the voice menu instructions.

3. Press the goodbye key 📞 to exit the voicebox system.

Tip: The voicebox can also be called via the following main menu entry: `9 Applications` > `1 Voicebox` > `2 Call voicebox` (see page 43).

Security

Call Protection

Activating call protection also switches signalling of calls off for all call numbers of your device (exception: VIP calls continue to be signalled). When call protection is activated, a caller hears either a ringing tone or a busy signal (the Forum 500 / Forum 5000 communications system administrator configures this).

The administrator can configure a **Call protection** (see *Programming Function Keys* starting on page 49). This involves defining whether call protection applies to internal calls only, to external calls only, or for both types of calls.

1. Press the **Call protection** function key to activate call protection.

   The softkey lights up red. The person calling hears the ringing tone, but your telephone does not signal the call.

2. Press the function key once again to deactivate the call protection function.

Tip: Call protection can also be set using the main menu: `5 Protection` > `1 Call protect` (see page 40). You can set the type of call protection (internal, external, internal & external) yourself in the main menu.

Note: *Call protection is only in effect on the terminal where it was activated. If the internal call number of the terminal is available multiple times (i.e. on other terminals as well), call protection is not automatically activated on them.*

Call Waiting Protection

While you are making a call, and are thus busy, authorised internal subscribers can use call waiting to notify you that they are calling you also. Activate call-waiting protection to prevent this.

The administrator of the Forum 500 / Forum 5000 communications system can configure a **Call waiting protection** function

key (please refer to *Programming Function Keys* starting on page 49).

1. Press the **Call waiting protection** function key to activate call protection.

   The softkey lights up red. While you are telephoning, other calls will not be signalled by a call-waiting tone; the caller hears the busy tone.

2. Press the function key once again to deactivate the call waiting protection function.

Tip: Call waiting protection can also be set using the main menu: `5 Protection` > `8 Call wait. prot.` (see page 41).

Note: *Call waiting protection is only in effect on the terminal where it was activated. If the internal call number of the terminal is available multiple times (i.e. on other terminals as well), call protection is not automatically activated on them.*

Telephone Lock

You can lock the Forum IPhone 545 SIP telephone to prevent unauthorised use. You must use your user PIN to unlock the phone. This function can also be executed via a **Phone lock** function key (see *Programming Function Keys* starting on page 49).

Locking telephone

The **Phone lock** function key is labelled `Lock`.

1. Press the `Lock` key.

   The key is now labelled `Unlock` and outlined in green. Display shows: 🔒 `Phone is locked`.

When the phone is locked, emergency calls to predefined call numbers can still be made. The admitted call numbers depend on the special lists assigned to the user group (**Telephony**: **Lists**: **Special lists** menu). The default contains the 110 and 112 call numbers.

Unlocking telephone

1. Press the `Unlock` key.

   The 🔒 `Phone is locked` menu card appears.

2. Press the `Unlock the phone` softkey.

3. Activate the `Enter Unlock Password` input field. Enter your user PIN and press the `Enter` softkey.

   `Unlock the phone?` appears on the display.

4. Press the `Yes` softkey.

Note: *If you wish to permit another person to temporarily use your telephone, you can activate the telephone lock via the main menu* 5 `Protection` > 3 `Telephone lock` *(see page 40). Independent of the system configuration, when the telephone lock is activated, the functionality range of the Forum IPhone 545 SIP telephone is restricted, incl. possibly restricted dialling rights.*

Hot Desking

The Forum IPhone 545 SIP telephone supports the "Hot Desking" feature. This feature enables you to apply the user configuration of your phone to any other Forum IPhone 545 type SIP telephone.

1. If the desired Forum IPhone 545 SIP telephone is currently in operation, press the **Logout** function key and confirm the prompt with the `OK` softkey.

   The phone restarts. Press the `Login`softkey. The `Login phone` menu card appears.

2. Activate the `Phone no.` input field. Enter your call number and press the `Enter` softkey.

3. Activate the `PIN` input field. Enter your user PIN and press the `Enter` softkey.

The phone restarts – it is configured with your configuration. If your configuration is currently active on another
Forum IPhone 545 SIP telephone, the other phone will be logged out automatically.

Tip: The phone book can also be logged out using the main menu: 5 `Protection` > 0 `Logout` (see page 41).

Notifications

Messages

Forum 500 / Forum 5000 communications system users with a system terminal can send you short messages. The Forum 500 / Forum 5000 communications system also has a configuration determining whether or not you are informed of incoming e-mails.

The administrator can configure a **Messages** function key for you (see *Programming Function Keys* starting on page 49) which enables you to read messages on the telephone display. The **Messages** softkey blinks red when there are new messages.

1. Press the **Messages** function key.

   The `Messages` menu card appears.

2. Use the navigation keys [⬆] [⬇] to go to the desired entry.

3. To show detailed information on the entry selected, press the [➜] softkey.

   – With short messages, you see the text, date/time message was received.

   – With e-mail you see the sender, subject and date/time it was received

4. The following editing options (softkeys) are available when querying messages:

   – `Forward`: You can edit the short message and then forward it to another user. Activate the `Message:` input field. Enter the message and press the `Enter` softkey. Then activate the `No.:` input field. Enter the call number of the message recipient and press the `Enter` softkey.

   – `Delete`: You delete the entry selected.

   – `Delete all`: You delete all entries on the list of messages (after a confirmation prompt). Confirm the confirmation prompt using the `Yes` softkey.

– **Show**: Date/time received and the sender of the selected short message is displayed.

5. Press the goodbye key 📞 to exit the menu.

Tip: You can also use the main menu to query and edit short messages and how you receive e-mail. **3 Messages** > **1 Short messages** (see page 39) and **3 Messages** > **2 E-Mail** (see page 40).

Notes

● You can send short messages yourself via the web application **Forum CTI**. Please refer to the Forum 500 / Forum 5000 communications system online help for information.

● Short messages can also be sent using the main menu: **3 Messages** > **1 Short messages** > **3 New message** (see page 40).

● When you delete an e-mail message the e-mail itself is not deleted. You can query, process and delete the e-mail with your e-mail programme.

Presence

The administrator of the Forum 500 / Forum 5000 communications system can configure a **Presence** function key (see *Programming Function Keys* starting on page 49).

The presence function is for communicating your presence status to an internal caller. When there is a call, the text is shown on the display of the caller, as long as the caller's telephone is a terminal. Change your status using a **Presence** function key.

1. Press the function key with the **Presence** function.

   The **Presence** menu card appears. There are prepared status texts available.

2. Use the navigation keys 🔼 🔽 to select the desired status. If a presence status is not to be shown to the caller, select the **Available** text. Confirm the text selection by pressing the ➡ softkey.

You can also enter your own text. Select the `Text` menu entry. Activate the `Text:` input field. First enter the text (max. 22 characters, if any longer, will automatically be shortened) and then press the `Enter` softkey.

The presence status is changed.

The softkey lights up red when activated. Exception: The "available" status is not indicated via softkey.

Tip: Your presence status can also be set using the main menu: `3 Messages` > `4 Presence` (see page 40).

Notes

- The settings of the `Presence` menu entry are saved on the communications system and remain available after a re-start as well.

- Messages can also be entered via the **Forum CTI** web application. Please refer to the Forum 500 / Forum 5000 communications system online help for information.

Busy Lamp Field

Use the "Busy Lamp Field" (**BLF**) to view another internal caller's state: free or busy. You have to configure a separate **BLF** function key for every desired subscriber number (please refer to *Programming Function Keys* starting on page 49).
The connection state of the user connected will be displayed on the function key as follows:

- **Unlit** ( ): The caller is free. Press the BLF function key to call the caller.

- **Blinking** ( ): The caller is being called. Press the BLF function key to accept the call ("Pickup").

- **Lit** ( ): The caller is busy.

SIP Telephone Menus Forum IPhone 545

Main menu

The main menu contains the system features of the Forum 500 / Forum 5000 communications system. These features are arranged in a menu tree. The main menu contains the following menu groups:

1 Calls
This is where the most important call-related features are grouped together.
Menu description: see page 38

2 Call forwarding
This menu group provides all types of call forwarding which you can programme on your telephone.
Menu description: see page 39

3 Messages
This menu group offers information on e-mails and short messages which you have sent or received. Furthermore you can activate prepared message texts.
Menu description: see page 39

5 Protection
Among other things, you can activate the call protection or the telephone lock in this menu group.
Menu description: see page 40

6 Connections
This menu group provides you with all the features that can affect a call.
Menu description: see page 41

9 **Applications**
   This menu group contains all functions offered by your system telephone in conjunction with additional programme packages of your communications system.
   Menu description: see page 43

0 **Central settings**
   This is where you can configure central settings for the communications system. This is an optional menu item, it is only available if your system administrator has configured the appropriate authorisation for your user group.
   Menu description: see page 44

1 Calls

1 **Call lists**: Displays the lists of missed and accepted calls (please refer to the chapter *Call Lists* starting on page 19).

   1 **Missed calls**: You see the call numbers of the callers who most recently tried to reach you.

   2 **Accepted calls**: You see the call numbers or the names of the callers with whom you last spoke.

   3 **Voicebox mess.** (voicebox messages): You see the list of received voicebox messages and can listen to them and edit them (please refer to the chapter *Querying Voicebox Messages* starting on page 29).

4 **Hunt group**: If your telephone belongs to one or multiple hunt group(s), use this menu entry to switch hunt call signalling for your telephone on or off.

   HG No.: [internal call number]: The pick-list of hunt group call numbers appears. Activated hunt group calls have a "+" prefixing the hunt group call number; deactivated ones have a "-".
   On/Off: switching hunt group calls on or off

   All: switching all hunt group calls **On/Off** for your telephone

   Note: If you are the last reachable member of the hunt group and you log out then any further callers will hear a busy signal. Depending on the system configuration additional calls can also be directed to the exchange.

2 Call Forwarding

1 `Call diversion`: Programming call diversions for your own telephone (please refer to the chapter *Call Forwarding* starting on page 26). The display shows a separate line with `Immediately`, `After delay` or `Busy` for each type of call forwarding along with the current status ("+" = on, "-" = off).

6 `Follow Me`: This type of call forwarding diverts calls from another terminal (source) to your telephone. The PIN of the source terminal is required for this function. If the "follow me" function is active, all call numbers of the other device are forwarded **immediately**to your telephone.

   `Source`: Enter the internal call number from which calls are to be forwarded and press the `Enter` softkey.

   `PIN`: Enter the user PIN of the source and press the `Enter` softkey.

   `On/Off`: Switching call forwarding on or off. You can switch "Follow me" call forwarding off again on your own telephone or on the other terminal via the `Off` option. You can also switch off "Divert call immediately" on the other terminal. The menu entry displays the current status: "+" = on, "-" = off.

3 Messages

1 `Short messages`: You can exchange short messages with other communications system users with a system terminal.

   1 `Received mail`: A list of senders of received messages is displayed. You can display, forward or delete these messages (please refer to the chapter *Messages* starting on page 34).

   2 `Outgoing mail`: Short messages sent by you are displayed. These messages can also be displayed, forwarded or deleted.

    3 New message: You can send a message to another user.
        Activate the **Message:** input field. First enter the text
        (max. 160 characters) and then press the **Enter**
        softkey. Then activate the **No.:** input field. Enter the
        call number of the message recipient and press
        the **Enter** softkey.

2 E-Mail: A list of senders who have sent you e-mails is
displayed and you can query the relevant e-mail information
(sender, subject line, date/time received), please refer to the
chapter *Messages* starting on page 34.

4 Presence: You can inform other communications system users
of your presence status (please refer to the chapter *Presence*
starting on page 35).

5 Protection

1 Call protect: Switching signalling of calls on/off for all call
numbers of your device (please refer to the chapter *Call
Protection* starting on page 31). The menu entry displays the
current status: "+" = on, "-" = off.

    int./ext. calls (internal & external calls): You can activate
        call protection for internal calls only, for external only or
        for all calls.

    On/Off: Switching call signalling on or off

3 Telephone lock: If you wish to temporarily allow another
person to use your telephone, you can activate the telephone
lock. Then your telephone is given the authorisations for the
"Guests" user group. This user group is configured by the
system administrator and prevents unauthorised persons from
accessing, reading or making changes in the **Main menu** and its
menu entries and lists on your telephone. Dialling rights may
also be restricted.
Please contact your system administrator for information on
the altered range of functions when the telephone lock is on.
Telephone lock access is user-PIN protected (default "0000").
After entering the PIN, activate / deactivate the function with
the **On** or **Off** option. The menu entry displays the current
status: "+" = on, "-" = off.

4 `Baby call`: The "Baby call" function dials a previously programmed internal or external call number a specific time interval after picking up the handset. The default time interval on the communications system is 5 seconds. The system administrator can change this value. If you begin dialling a call number within the specified time interval, the baby call is cancelled. The menu entry displays the current status: "+" = on, "-" = off.

  `Dest.`: Enter the destination call number for a baby call.

  `On/Off`: switching baby call on or off

8 `Call wait. prot.` (call waiting protection): Switches baby call on/off (please refer to the chapter *Call Waiting Protection* starting on page 31). The menu entry displays the current status: "+" = on, "-" = off.

  `On/Off`: switching call-waiting protection on or off

0 `Logout`: If the system administrator for the system telephone has configured the "Hot Desking" function and you are logged in to this system telephone as a user, you can use this menu entry to log out. Please refer to the chapter *Hot Desking* starting on page 33 for further information on this function.

6 Connections

The following features are executed if the current connection state of your telephone permits.

1 `Call pick-up`

  1 `Pick-up`: You pick up the call intended for another telephone in your pick-up group (see also the chapter *Accepting a Call for Another Terminal (Pickup from Group)* starting on page 18).
  If the called subscriber belongs to a user group with pick-up protection activated, you cannot pick up calls for that person's call number.

  2 `Pick-up select.` (pick-up selective): After entering the call number, you pick up the call for any other telephone. If the called subscriber belongs to a user group with pick-up protection activated, you cannot pick up calls for that person's call number.

Note: If the other telephone is already in the call state (e. g. an answering machine is making an announcement), you can pick up the call with "Pick-up select.". The subscriber for whom you picked up the call must belong to a user group for which "Call removal" authorisation is activated, otherwise "Pick-up select" is not possible.

3 `Take`: You wish to take a current call from one terminal over to your telephone and continue the call on the telephone. To be able to do so, your telephone and the other terminal have to have the same internal call number.

2 `Dial`

1 `Announcement`: You direct an announcement to other **system terminals**. Under `Dest:` you enter the call number and press the `Enter` softkey.

Announcements can be configured on the following terminals: corded Forum Phone 515/525/535, Forum Phone 520/530 type system telephones and DECT Forum Free 566/576/586, Forum Free 565/575/585 type system telephones.

Announcements can also be directed to call numbers where multiple subscribers can be reached (e.g. a hunt group call number).

Note: If a called subscriber has announcement protection on, this feature is not executed.

2 `Intercom`: This function is for directing an announcement **to a single system terminal** and the microphone is switched on on the system terminal called. The subscriber called can answer you immediately without having to press a key. Enter the device ID of the terminal under `Device-ID:` and press the `Enter` softkey. For information on the device IDs available, contact your system administrator.

The `Intercom` function is for contacting the following terminals: corded Forum Phone 515/525/535, Forum Phone 520/530 type system telephones and DECT Forum Free 566/576/586, Forum Free 565/575/585 type system telephones.

> **Note:** If a called subscriber has call waiting protection on, this feature is not executed.

4 **Phone book**: You open the Forum 500 / Forum 5000 phone book and can call one of the subscribers listed there (please refer to the chapter *Phone Book* starting on page 28).

6 **Suppress number**: Your call number is not transmitted to the called person for the following (external or internal) call. This menu entry is dependent on the system setting.

7 **Transmit number**: Your call number is transmitted to the person you call for the following call. This menu entry is dependent on the system setting.

9 Applications

This menu card is only shown if the system administrator has set up additional programme packages for your communications system and you have the user authorisation to use these programmes.

1 **Voicebox**: This menu entry is only shown if the system administrator has installed the additional programme package **Forum Voicemail** and configured a voicebox for you.

   1 **Voicebox mess.** (voicebox messages): You see the list of received voicebox messages and can listen to them and edit them (please refer to the chapter *Querying Voicebox Messages* starting on page 29).

   2 **Call voicebox**: You call your voicebox. The next steps are voice-controlled.

For detailed information please refer to the guide for the voicebox programme **Forum Voicemail**.

0 Central settings

The `Central settings` menu card is where you can set the date and time of the Forum 500 / Forum 5000 communications system. The `Date / Time` menu entry is available if the user group of your telephone has been granted **Configurator - Expert** authorisation by the system administrator.

2 `Date / Time`: The date and time are taken over from the exchange on the first external outgoing call. If this information is not transmitted by your network operator, you can set the date and time here yourself.

Select the desired entry (time with `hh:mm`, date with `dd.mm.yy`) and press the softkey ➡ . Overwrite the active setting and use the 🔄 `Submit` softkey to confirm. To save the setting activate the `Save` menu entry and press the ➡ softkey.

"Main menu" Menu Tree

Main menu
1 Calls
2 Call forwarding
3 Messages
5 Protection
6 Connections
9 Applications
0 Central settings

1 Calls
1 Call lists
4 Hunt group

1 Call lists
1 Missed calls
2 Accepted calls
3 Voicebox mess.

2 Call forwarding
1 Call diversion
6 Follow Me

1 Call diversion
1± immediately
2± After delay
3± Busy

3 Messages
1 Short messages
2 E-Mail
4 Presence

1 Short messages
1 Received mail
2 Outgoing mail
3 New message

5 Protection
1± Call protect
3± Telephone lock
4± Baby call..
8± Call wait. prot.
0 Logout

1 Call pick-up
1 Pick-up
2 Pick-up select.
3 Take

6 Connections
1 Call pick-up
2 Dial

2 Dial
1 Announcement
2 Intercom
4 Phone book
6 Suppress number
7 Transmit number

9 Applications
1 Voicebox

1 Voicebox
1 Voicebox mess.
2 Call voicebox

0 Central settings
2 Datum / Time

The Options Menu

Some Forum IPhone 545 SIP telephone configuration settings are made via the Options menu of the telephone. The Options menu offers the following sub-menus.

`Audio`: offers audio settings for the telephone, see page 45.

`Display`: offers display settings for the telephone, see page 46.

`Bluetooth`: offers settings for operating a Bluetooth headset, see page 47.

`Status`: contains telephone status information and error messages; a telephone re-start or reset is also available in this sub-menu, see page 47.

`Lock`: offers locking the telephone against unauthorised usage, see page 47.

Audio

Press the ⌨ options key and then the `Audio` softkey. The `Audio` menu card appears.

`Audio Mode`: Telephone calls can be conducted using the handset, a headset or via the loudspeaker. You can set the following combinations to do so.

   `Speaker`: This is the default setting. Telephone calls are conducted using the handset or the loudspeaker (hands-free operation, see page 24).

   `Headset`: Select this setting if you wish to conduct calls via the handset and via the headset. A call can be transferred from the handset to the headset by pressing ⏴⏵. To transfer from the headset to the handset, pick up the handset.

   `Speaker/Headset`: Incoming calls are first taken via the loudspeaker when the ⏴⏵ key is pressed. Use the ⏴⏵ key to switch from the loudspeaker to the headset and vice versa during a call. You can continue the call at anytime using the handset by picking up the handset.

Headset/Speaker: Incoming calls are first taken via the headset when the ⬅/◯ key is pressed. Use the ⬅/◯ key to switch from the headset to the loudspeaker and vice versa during a call. You can continue the call at anytime using the handset by picking up the handset.

Headset Device: Various headset types are supported by the Forum IPhone 545 SIP telephone.

Wired / **DHSG** / **Bluetooth**: Selection of headset types connected (see also page 25 and page 25).

Headset Mic Volume: Setting headset microphone volume

Low / **Medium** / **High**: Select the desired volume.

Ring Tone: Each country setting (see the following **Tone Set** setting) offers multiple ring tones.

Tone 1 to **Tone 5**: Ring tone selection

Silent: You switch off call signalling.

Tone Set: Selection of country-specific ring tones which are to be used for call signalling on the Forum IPhone 545 SIP telephone.

Note: *The ring tones can also be set in the web configurator of the Forum 500 / Forum 5000 communications system.* **Telephony menu: Devices: System phones**. *Settings in the web configurator overwrite the settings on the telephone and vice versa.*

Display

Press the ▭ options key and then the **Display** softkey. The **Display** menu card appears.

Brightness Level: Setting display brightness

Level 1 to **Level 5**: Select the desired brightness (default setting is **Level 3**).

Brightness Timer: Setting the time interval in seconds that the display is to be lit after a key /softkey is pressed.

Calibrate Screen: This menu entry is for calibrating the touchscreen display. Follow the information and instructions shown on the display.

Bluetooth

The Forum IPhone 545 SIP telephone supports operation of a Bluetooth headset. This sub-menu is where you can switch the Bluetooth function on and off. You can also add or log out an available Bluetooth headset (please refer to the chapter *Bluetooth Headset Operational* starting on page 25).

Status

The settings in this menu are for the administrator configuring the Forum IPhone 545 SIP telephone.

Press the ⊟ options key and then the `Status` softkey. The `Status` menu card appears. Use the following softkeys to access information on telephone status and configuration settings.

`Firmware`: Press this softkey to display information on the current firmware version of the telephone.

`Network`: Press this softkey to display information on the network settings of the telephone.

`Restart`: Press this softkey to re-start the telephone, see page 51.

`Reset`: Press this softkey to delete the local configuration of the telephone (see page 52) or to reset the telephone to the factory settings (see page 52).

`Error Msg` (error messages): Press this softkey to display information on possible errors. This information is relevant for support.

Lock

You can lock the Forum IPhone 545 SIP telephone to prevent unauthorised use. You must use your user PIN to unlock the phone.

Locking telephone

1. Press the ⊟ options key and then the `Lock` softkey.

   The 🔒 `Lock` menu card appears. Display shows: `Lock the phone?`

2. Press the `Yes` softkey.

Unlocking telephone

1. Press the ⌨ options key.

    The 🔒 `Phone is locked` menu card appears.

2. Press the `Unlock the phone` softkey.

3. Activate the `Enter Unlock Password` input field by pressing it. A softkey keyboard appears on the display. Use the number keys to enter your user PIN and press the `Enter` softkey.

    `Unlock the phone?` appears on the display.

4. Press the `Yes` softkey.

Note: *This function can also be programmed to a **Phone lock** function key, please refer to page 49. Using this function key is described in the chapter Telephone Lock starting on page 32.*

"Options Menu" Menu Tree
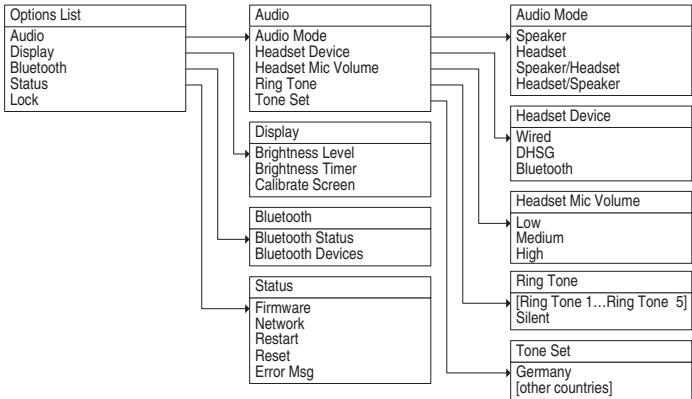
Configuring the Forum IPhone 545 SIP Telephone

This chapter describes the configuration settings relevant for operating the Forum IPhone 545 SIP telephone on the Forum 500 / Forum 5000 communications system.

Programming Function Keys

The function keys are implemented as softkeys. By switching between up to five levels, the assignment capacities of each softkey are multiplied on the Forum IPhone 545 SIP telephone.

With the Web Configurator of the Forum 500 / Forum 5000 communications system the administrator can configure and change the following function keys for your Forum IPhone 545 SIP telephone.

Note: *When the administrator has assigned you the corresponding user authorisation you can also change these settings yourself in the menu* **Telephony: Devices: System phones** *of the Configurator. Consult the Configurator online help for further information.*

Function key reference

Key type	Parameter	Function
none	–	none
Destination	Call number, Labelling	Direct dialling of a call number or code procedure.
BLF	Call number, Labelling	Busy Lamp Field; softkey shows when subscriber is busy.

Function key reference

Key type	Parameter	Function
Main menu	Labelling	Display of entire menu of the SIP system telephone features supported on the Forum 500 / Forum 5000 communicationssystem
Phone book	Labelling	Shows phone book managed by the Forum 500 / Forum 5000 communications system.
Missed calls	Labelling	Shows the list of missed calls which is managed on the Forum 500 / Forum 5000 communications system; softkey blinks red when there are missed calls
Answered calls	Labelling	Shows list of answered calls accepted by the Forum 500 / Forum 5000 communications system.
Speech	Labelling	Shows the list of recorded voicebox messages; softkey blinks red when there are messages
Voicebox	Labelling	Calls your voicebox
Messages	Labelling	Displays the list of short messages and e-mails received; softkey blinks red when there are messages
Presence	Labelling	Display and change of your status as present or absent; softkey blinks red when status activated (exception: "Available" status not displayed by softkey)
Call forward	Labelling, Int. + ext. calls / Int. calls / Ext. calls	Displays "Call diversion" menu
Call protection	Labelling	Switches call protection on or off; softkey lights up red when function activated

Function key reference

Key type	Parameter	Function
Call waiting protection	Labelling	Switches call waiting protection on or off; softkey lights up red when function activated
Pickup from group	Labelling	Picks up a call from another device in your pickup group
Take	Labelling	Transfers an active call from another device operated using your internal call number
Phone lock	Labelling	Locks or unlocks the telephone
Logout	Labelling	Logs out the telephone and shows the Login Display
XML	URL, Labelling	Calls the specified URL from a Web server. Programmable function control via XML data retrieval

Restarting the Forum IPhone 545 SIP Telephone

You have to restart the Forum IPhone 545 SIP telephone some-times, for example, to activate a changed trunk key assignment.

1. Press the options key 🔲 and then the `Status` softkey.

   The `Status` menu card appears.

2. Press the `Restart` softkey.

   The display shows `Restart Phone?`

3. Press the `Yes` softkey.

   The telephone starts and is quickly ready for operation once again.

Deleting a Local Configuration

The Forum IPhone 545 SIP telephone saves local settings (e.g. audio settings) in a local configuration. Use the following procedure to delete the local configuration and to restore the configuration that was configured in the Web Configurator of the Forum 500 / Forum 5000 communications system.

1. Press the options key ⬚ and then the **Status** softkey.

    The **Status** menu card appears.

2. Press the **Reset** softkey.

3. Press the **Erase Local Cfg.** softkey.

    The telephone starts and is quickly ready for operation once again.

Restoring Factory Settings

Reset to factory settings upon configuration problems in conjunction with the communications system Forum 500 / Forum 5000

If the Forum IPhone 545 SIP telephone cannot be configured via the Forum 500 / Forum 5000 communications system you should reset to factory settings.

1. Press the options key ⬚ and then the **Status** softkey.

    The **Status** menu card appears.

2. Press the **Reset** softkey.

3. Press the **Factory Default** softkey.

    The telephone restarts and obtains its configuration from the Forum 500 / Forum 5000 communications system.

Reset to factory settings after operation on another communications system

It is possible that you have been operating the Forum IPhone 545 SIP telephone with another communications system or with an Internet SIP provider. To operate the telephone with the Forum 500 / Forum 5000 communications system, you should restore factory settings.

1. Establish an Ethernet connection to the SIP telephone Forum IPhone 545 by connecting it to the Forum 500 / Forum 5000 communications system. The telephone requires a DHCP address to execute the restart.

2. Wait until the telephone has started. Now press the options key ⌷ .

   The `Options list` menu card appears.

3. Press the `Advanced` softkey.

   The display shows `Enter Administrator Password`.

4. Enter the administrator password with the number keys (please refer to *Forum IPhone 545 SIP Telephone Passwords* on page 54). Confirm using the `Enter` softkey.

   The `Advanced` menu card appears.

5. Press the `Reset` softkey.

   The `Reset` menu card appears.

6. Press the `Factory Default` softkey.

   The telephone restarts and obtains its configuration from the Forum 500 / Forum 5000 communications system.

Forum IPhone 545 SIP Telephone Passwords

Certain functions of the Forum IPhone 545 SIP telephone can only be accessed via password for security reasons:

- **Logging in to the telephone:** Enter your call number and your user PIN (please refer to *Hot Desking* starting on page 33).

- **Local settings on the telephone:** The factory settings password is "22222". After the first log in of the telephone onto the Forum 500 / Forum 5000 communications system this password is overwritten by the communications system for security reasons.

Picture ID Server

The Forum IPhone 545 SIP telephone can show a picture of the caller on the display (for both incoming and outgoing calls as well as for phone book entries, on the caller list and on the redial list). To do so, there must be an image of the caller saved on the communications system.

- Images can be saved on a picture ID server with Forum 525/526, Forum 550/560 and Forum 523/524 type communications systems. The address of the Picture ID server is configured in the Web Configurator of the Forum 500 / Forum 5000 communications system (**System: Common** menu).

- An alternative to the picture ID server is saving the images to the phone book on a Forum 5050 type communications system (Configurator, `Phone book` menu). A separate image can be saved for each phone number in a phone book entry (office call number, mobile number, private call number).

Please consult the communications system online help for information on the configuration and file format of the images.

Note: *The Forum IPhone 545 SIP telephones have an internal clipboard for previously queried image files. This also saves the information "no image available". You can re-start the SIP telephone to have the modified image files displayed without delay (see also page 51).*

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User instructions

All the user instructions for our Forum® telephone exchanges are available on the included CD ROM, and on our Internet site at: www.belgacom.be/pabx.

Diagnosing the problem

In the event of a technical failure or problem, we request that you systematically carry out the following tests before contacting our technical support service.

To facilitate the diagnosis, please inform the helpdesk operator[1] of these test results.

Our helpdesk can solve certain problems remotely. This will avoid a technician's visit and reduce repair time considerably.

Problem with a telephone connected to your exchange

1. Reset the telephone by unplugging it and plugging it back in again.
2. Check the connections, cables and the various plugs. Try it out with the cables from another telephone that is working properly.
3. Test the defective telephone in another socket into which a functioning telephone is plugged.

Problem with a cordless DECT telephone

1. Remove and then reinsert the batteries.
2. Ensure that the charger is properly connected.
3. Test the DECT telephone near each of the antennas.

General external or internal communication problem

1. Check that the installation is always powered by 230V.
2. Reset the PABX:
   Switch off the 230V power supply for a few seconds.
   Disconnect the Forum's UPS backup power supply, too.
   Plug it back in and wait a few minutes for the system to start up again
   NB: You will not be able to use the system during this period
   (for up to 30 minutes).

If the problem persists, contact our technical support service.

[1] Contact our technical support service

If the problem persists after these few tests:
Consult our Internet site www.belgacom.be or contact our technical support 24/24 at the following numbers:

Technical support for your Forum® telephone exchange

belgacom

- for SMEs and residential customers: 0800/55700
- for large companies 0800/55100

Change your configuration

To change your installation, add equipment or adapt the programming on your Forum®, contact our Customer Service Department at the following numbers:

- for SMEs and residential customers: 0800/55800
- for large companies 0800/55200

For more information:

- Please dial 0800 55 400

- Visit us in the Internet at www.belgacom.be/pabx

- Contact your Belgacom dealer

Subject to changes

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